



May 28, 2003

Dear Authority Having Jurisdiction:

I am writing to you to share some exciting news about the O-ring Voluntary Replacement Program (VRP) that Central Sprinkler launched in July 2001 with the U.S. Consumer Product Safety Commission (CPSC). As you know, the VRP provides for the free removal and replacement of certain models of O-ring sprinklers. Building owners participating in the VRP already have filed program claims for more than 13 million sprinklers.

Now, working closely with the Building Owners Management Association (BOMA) and with the consent of the CPSC, Central is pleased to announce several enhancements to the VRP that will give building owners more choice and flexibility when they participate in the Voluntary Replacement Program.

The enhancements to the VRP are:

1. Building owners may now choose to make arrangements to have the sprinklers replaced on their own, using independent sprinkler contractors they hire, and to receive a fixed amount of reimbursement toward the labor cost, according to the program terms and conditions.

Please be sensitive to the fact that the amount of the cash reimbursement – which will vary based on the type of heads, type of property and the age of the claim – may not fully cover the labor costs associated with replacing the sprinkler heads. Details about the cash reimbursement program can be found in the VRP Enhancements Notice Package, which you may request by calling 866-836-3928 or by visiting www.sprinklerreplacement.com.

2. Central Sprinkler will use sprinkler contractors with security bonding when the property owner's lease, management agreement, etc. requires such bonding.
3. Central will provide up to \$75.00 to reimburse paid permit fees, which some jurisdictions occasionally require before a sprinkler head may be changed.
4. An independent ombudsman, Mr. Walter Smittle of West Virginia, has been appointed to assist claimants and to help resolve certain differences between property owners and the company.
5. Reimbursement will be available for certain claims and costs incurred by building owners who replaced their O-ring sprinklers during the period of February 2000 up until July 19, 2001, when the VRP was officially launched.

We believe these enhancements to the VRP will strengthen an already effective program and encourage even more building owners to have their O-ring sprinklers replaced. Please continue your fine efforts to communicate the importance of fire sprinklers in saving lives and property and to encourage building owners who may have VRP O-ring sprinklers in their buildings to participate in this free replacement program.

Additional information is also available on our special website – www.sprinklerreplacement.com – or by calling our toll-free Contractor / AHJ hotline at 1-866-836-3928.

On behalf of Central Sprinkler, I thank you for the important role you play in fire safety. Please know how much we appreciate your efforts.

Sincerely,

Robo Brinkman

Robert Brinkman
President

